

King County WTD Service Levels

Define Levels of Service in Customer terms

- Operate sewerage infrastructure to meet all county, state, and federal policies and regulations to ensure environment (local waters, air, and land) is safe for staff and public use
- Construct and sustain a sewerage infrastructure to match present and future demands as defined by intergovernmental agreements and internal policies
- Maintain financial strategies which meet long-term needs at the lowest life-cycle cost per King County policy
- Provide emergency response service to customers 24 hours/day; 7 days a week
- Maintain a highly trained, safe, and diverse work force that meets or exceeds county, state and local requirements
- Maintain neighborhood safety and minimize near neighbors impacts from WTD operations
- Provide a sustainable environment by creating resources from wastewater